

Child Protective Services (CPS) Oversight Committee

October 17, 2013



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Today's Outline

- **Child Protective Services (CPS) Overview**
 - Role and responsibility for ensuring child safety, permanency and well-being: Flora Sotomayor, Assistant Director, DCYF
 - Current Trends and Managing through Continuous Improvement: Sharon Sergent, Deputy Director, DES
- **Office of Child Welfare Investigations Overview:** Greg McKay, Chief, OCWI
- **Future Vision: Where We Are Headed:** Clarence H. Carter, Director, DES
- **DCYF Budget Overview:** Michael Wisehart, Deputy Assistant Director, DCYF
- **Confidentiality and Disclosure Overview:** Sharon Sergent, Deputy Director, DES



Keeping Arizona's Children Safe



A Safe Child in a Permanent Home

- Child safety, permanency and well-being are our top priorities.
- Families have the primary responsibility for raising their children.
- Families should be treated with respect, valuing their strengths, their culture and their involvement in decisions that affect them and their children.



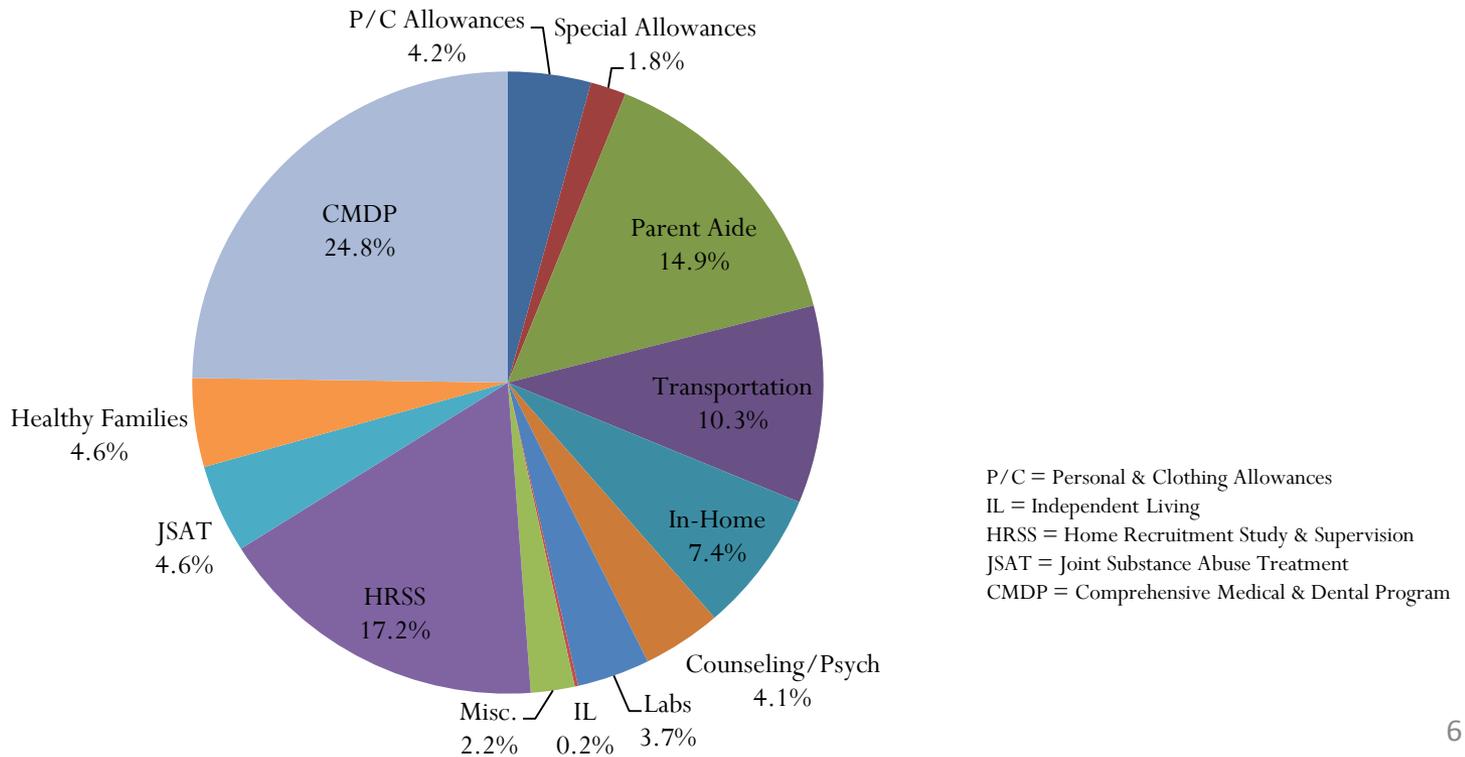
A Safe Child in a Permanent Home

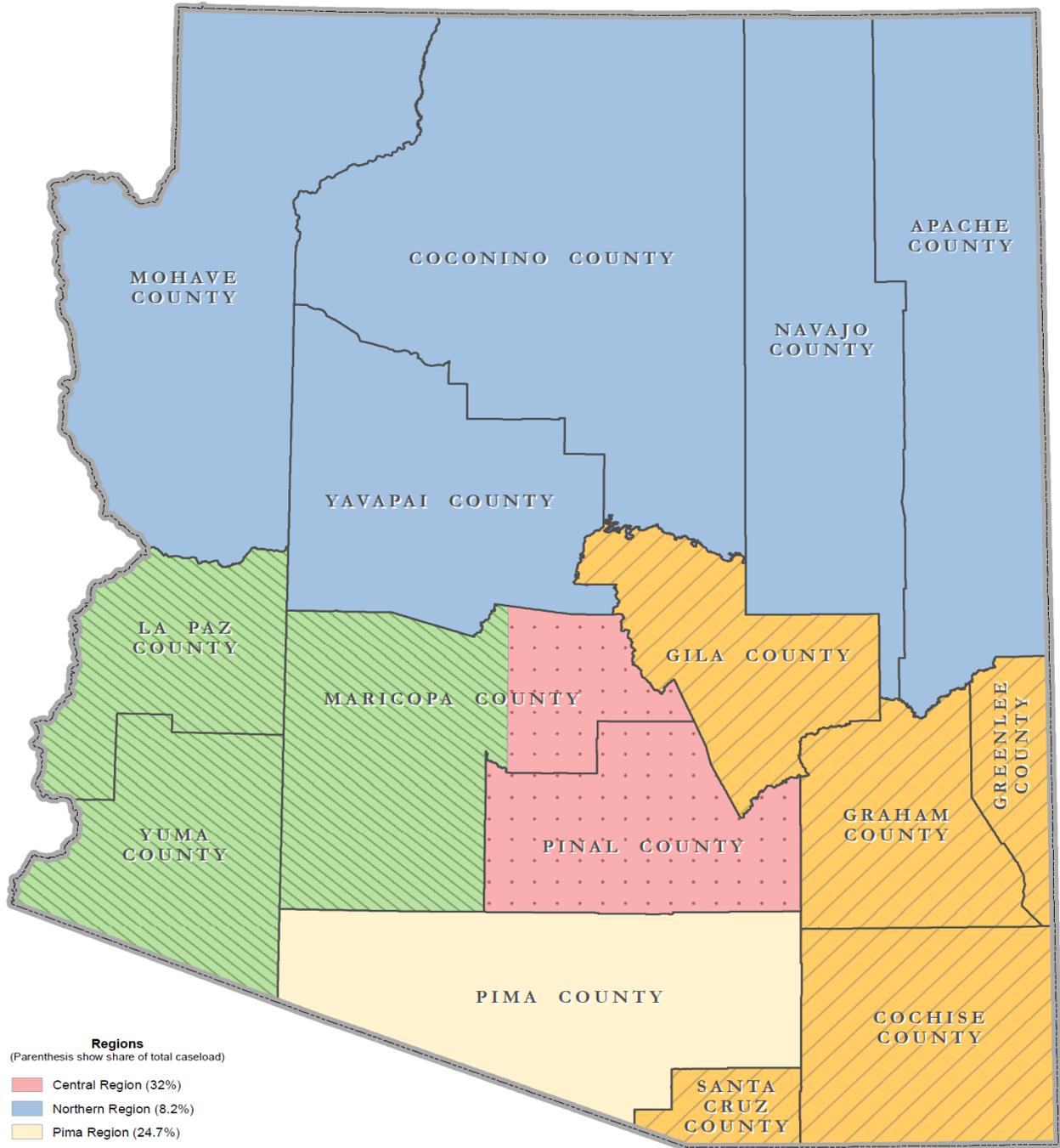
- Prevention is paramount, and all actions should focus on improving family situations.
- Children belong with families-their own when safe to do so, and when it is not, with a safe, permanent family as soon as possible.
- The community must be a partner in supporting and strengthening both birth families and resource families.



Children Support Services

- In FY 2013, the Department partnered with community service providers and spent approximately \$163.3 million on support services for children and families.





CPS Regions

Eastern Maricopa & Pinal-
Central Region

Western Maricopa, Yuma &
La Paz – Southwest Region

Pima Region

Santa Cruz, Cochise,
Graham, Greenlee, Gila –
Southeast Region

Mohave, Yavapai, Coconino,
Navajo, Apache – Northern
Region

Comprehensive Service Array

- Child Abuse and Neglect Prevention Services
- Child Protection, and Child Abuse and Neglect Intervention and Treatment Services
- Out-of-Home Care Services
- Case Planning Services
- Permanency Supports and Programs



Key Components of Child Protection: Child Abuse and Neglect Intervention

- Arizona Child Abuse Hotline – determines report qualification and prioritization
- Comprehensive Child Safety and Risk Assessment
- Investigation Findings: Determining if Maltreatment Occurred
- Services and Supports for the Family
- Joint Investigations of Criminal Conduct with Law Enforcement and Office of Child Welfare Investigations
- Child Advocacy Centers



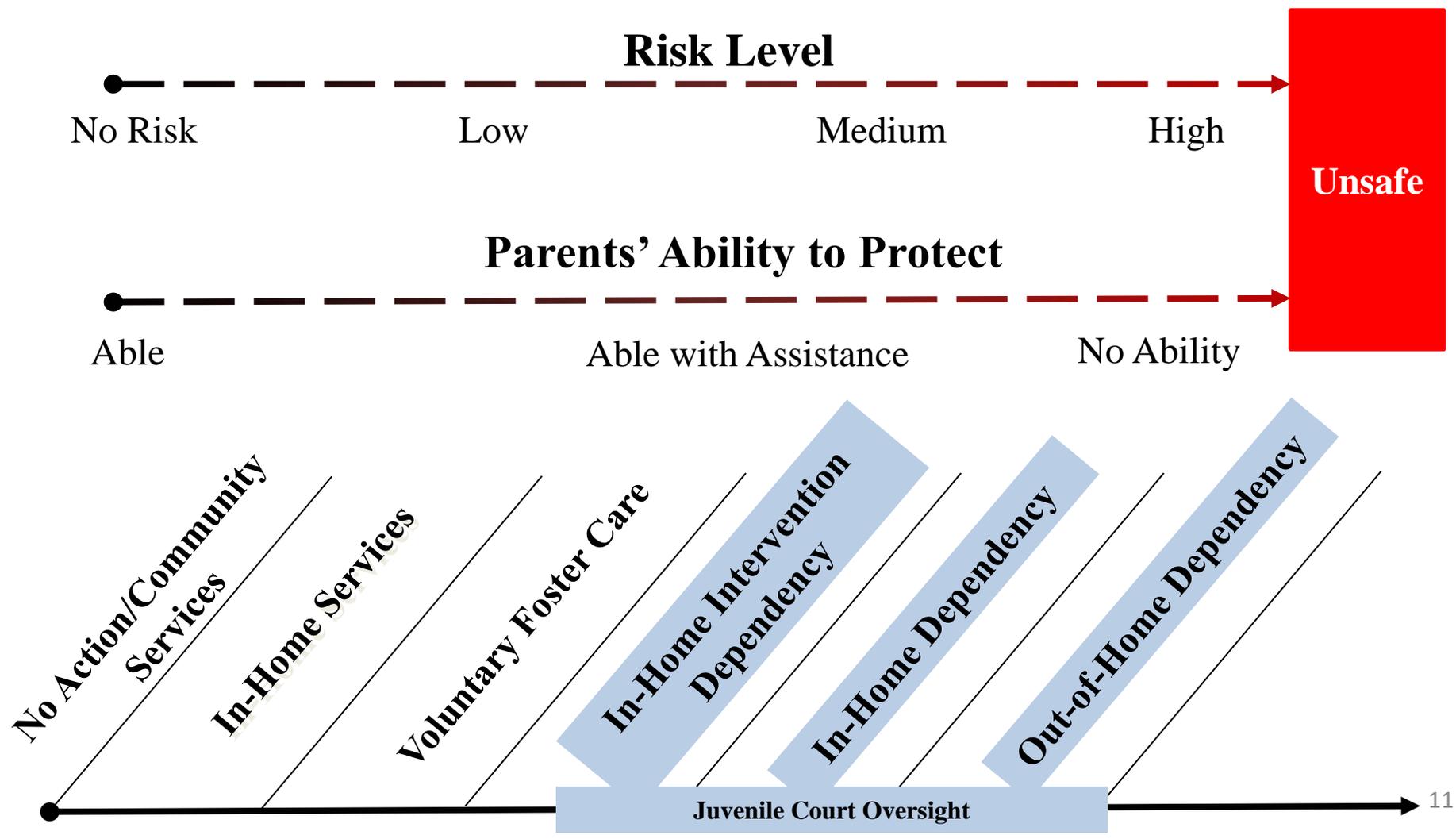
Child Abuse Hotline

Report Response Timeframes

- **RESPONSE TIME #1**
 - Present Danger, High risk, 2 hour response time
- **RESPONSE TIME #2**
 - Impending Danger, Moderate risk, 48 hour response time
- **RESPONSE TIME #3**
 - An incident of abuse or neglect has happened in the past 30 days, Low risk, 72 hour response time
- **RESPONSE TIME #4**
 - An incident of abuse or neglect happened more than 30 days ago, Potential risk, 7 consecutive days response time



Child Safety & Risk Assessment Continuum



In-Home Services

- When possible, the goal is to provide families with opportunities for growth and positive change so children can remain safely in their home
- Families engage in services voluntarily or through court involvement
- In-home services are family-driven and strength based
- Prior to in-home case closure, families are transitioned to community supports and networks

Types of In-Home Services:

- Family Preservation
- Parenting Support
- Substance abuse treatment
- Child care
- Substance Exposed Newborns Safe Environment (SENSE) – Maricopa County
- Referrals to community resources, AzEIP
- Ongoing case management



Out of Home Care Services and Case Planning

- Placement Types:
 - Licensed – Foster Homes (3 levels: Medical, Professional, HCTC), Group Homes, Shelters, Residential Treatment Facilities
 - Unlicensed – Kinship Homes (relative and non-relative)

- Service options – Contracted and community services may include:
 - Visitation
 - Parent Aide
 - Psychological Evaluations
 - Counseling
 - Substance Abuse Treatment (Out-patient, In-patient)
 - Transportation, Housing, Employment Supports, etc.
 - Reunification Services
 - Working with community and kinship supports



Permanency Hearings and Post-Permanency Supports

- Permanency Hearing (Court)
- Expedited Permanency Hearing (Court)
- Achieving Permanency
 - Family Reunification
 - Adoption (includes Adoption Subsidy)
 - Guardianship (including Guardianship Subsidy)
- Additional Services (not considered *permanency* for children)
 - Independent Living Services
 - Long Term Foster Care



Questions?

Additional Information:

www.azdes.gov/dcyf



Current Trends in Child Welfare



Current Trends

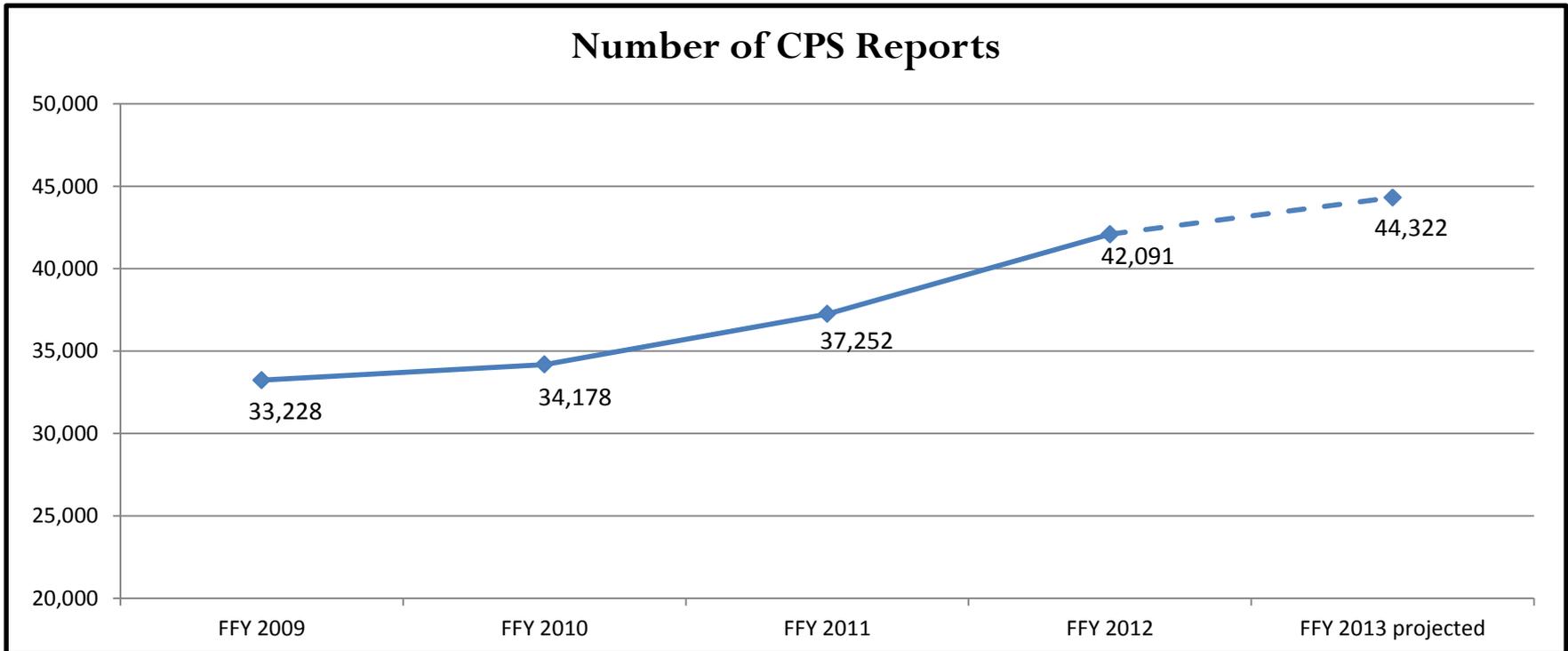
| Data Element (Represents 6 Months of FFY 13) | Where we are today... | |
|---|--|---|
| HOTLINE REPORTS | FFY12 = 42,091 FFY12 (Oct-Mar) = 20,466 FFY13 (Oct-Mar) = 22,161 | ↑ 4,839 ↑ 1,695 (Oct-Mar comparison) |
| INVESTIGATION (Reports Assigned for Investigation) | FFY12 = 39,687 FFY12 (Oct-Mar) = 19,274 FFY13 (Oct-Mar) = 20,253 | ↑ 3,064 ↑ 979 (Oct-Mar comparison) |
| CHILDREN IN OUT-OF-HOME CARE* | FFY12 = 14,111 FFY12 (March) = 12,453 FFY13 (March) = 14,314 | ↑ 2,576 ↑ 1,861 (March comparison) |
| CHILDREN REUNIFIED | FFY12 = 3,900 FFY12 (Oct-Mar) = 1,848 FFY13 (Oct-Mar) = 2,534 | ↑ 348 ↑ 686 (Oct-Mar comparison) |
| LICENSED FOSTER HOMES* | FFY12 = 3,748 FFY12 (March) = 3,480 FFY13 (March) = 3,516 | ↑ 252 ↑ 36 (March comparison) |
| CHILDREN ADOPTED | FFY12 = 2,249 FFY12 (Oct-Mar) = 1,224 FFY13 (Oct-Mar) = 1,270 | ↓ 15 ↑ 46 (Oct-Mar comparison) |

*Count as of last day of federal fiscal year



Key Statistics that Tell our Story

The number of CPS reports received by the Child Abuse Hotline has increased

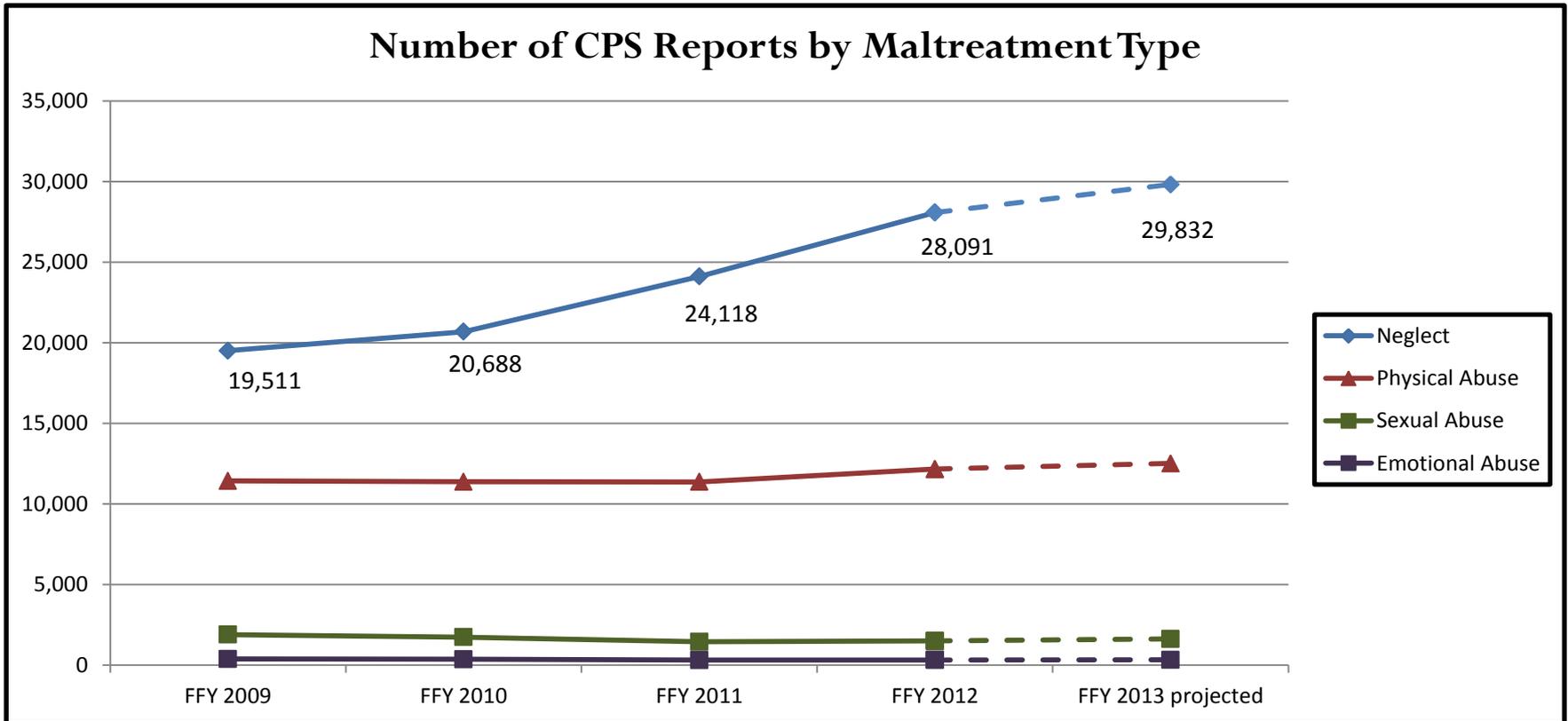


The number of reports as of March 2013 is 22,161, which is 8% above the previous year (annual growth).

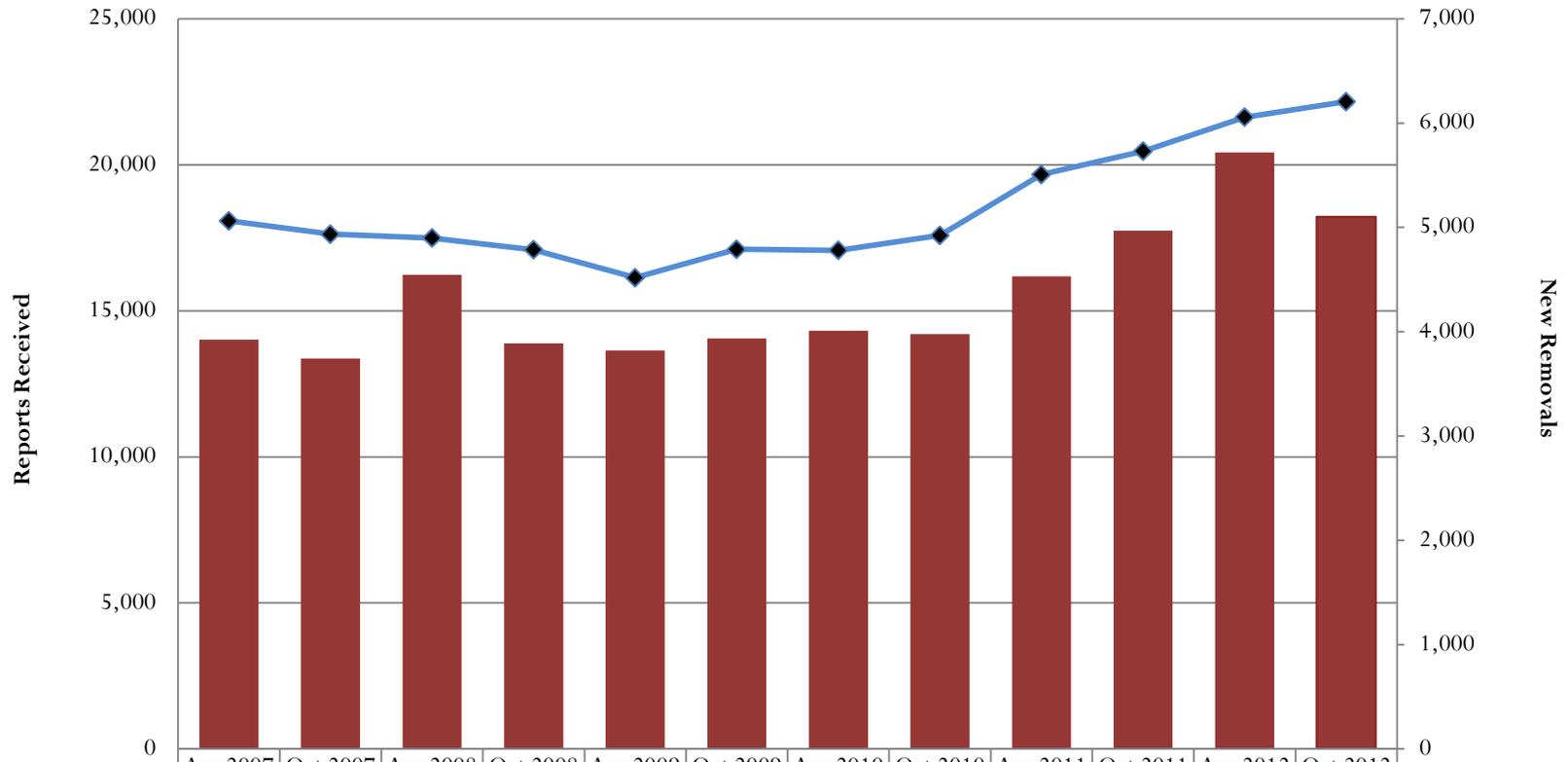


Key Statistics that Tell our Story

The number of CPS reports received with neglect concerns has increased



Removal Rate

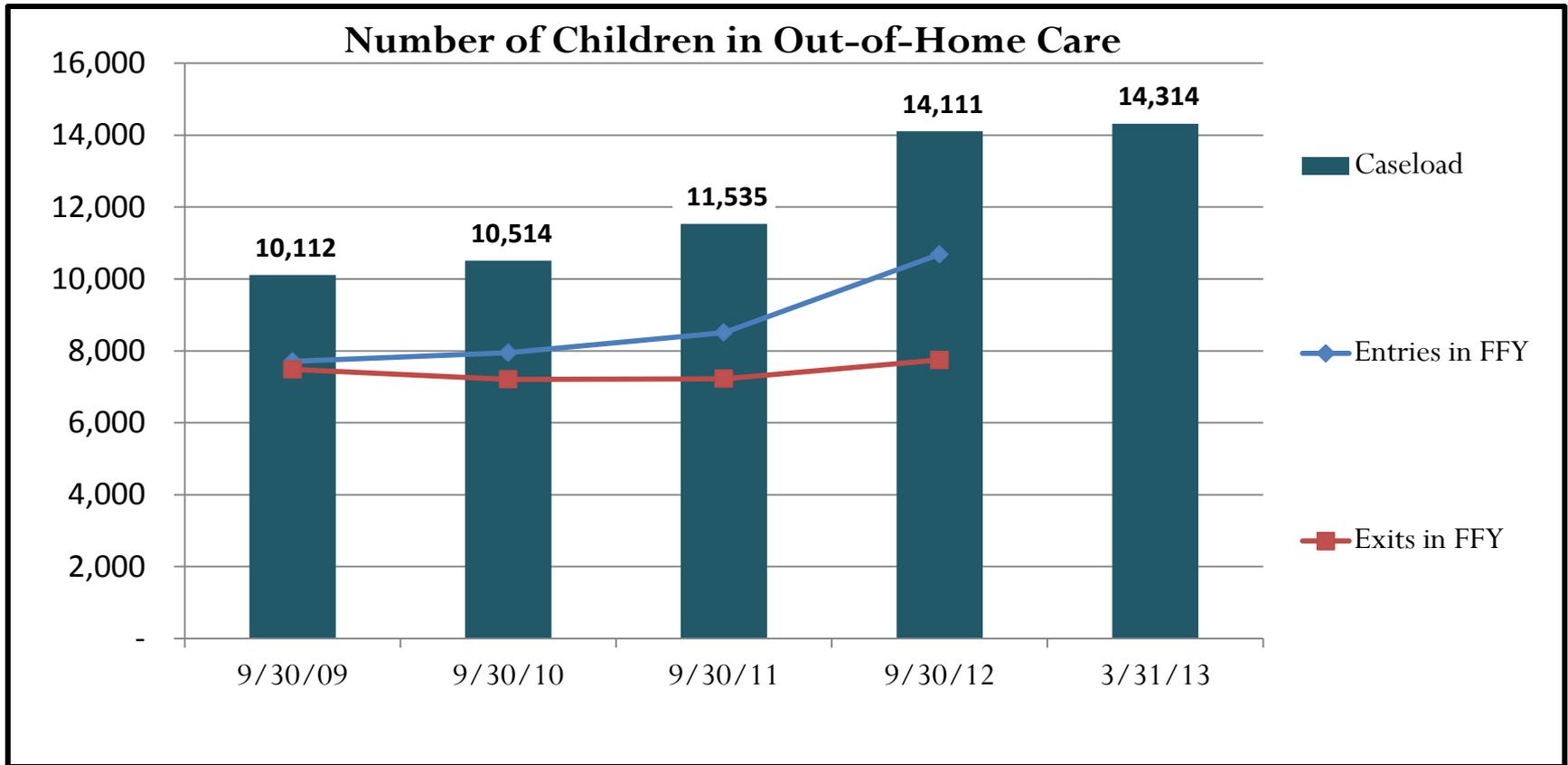


| | | | | | | | | | | | | |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| New Removals | 3,924 | 3,742 | 4,546 | 3,889 | 3,819 | 3,936 | 4,010 | 3,978 | 4,531 | 4,968 | 5,716 | 5,101 |
| Number of Reports | 18,078 | 17,628 | 17,493 | 17,094 | 16,134 | 17,110 | 17,068 | 17,586 | 19,666 | 20,466 | 21,625 | 22,161 |
| % Of Reports Received Removed | 22% | 21% | 26% | 23% | 24% | 23% | 23% | 23% | 23% | 24% | 26% | 23% |



Key Statistics that Tell our Story

The number of children in out-of-home care has increased



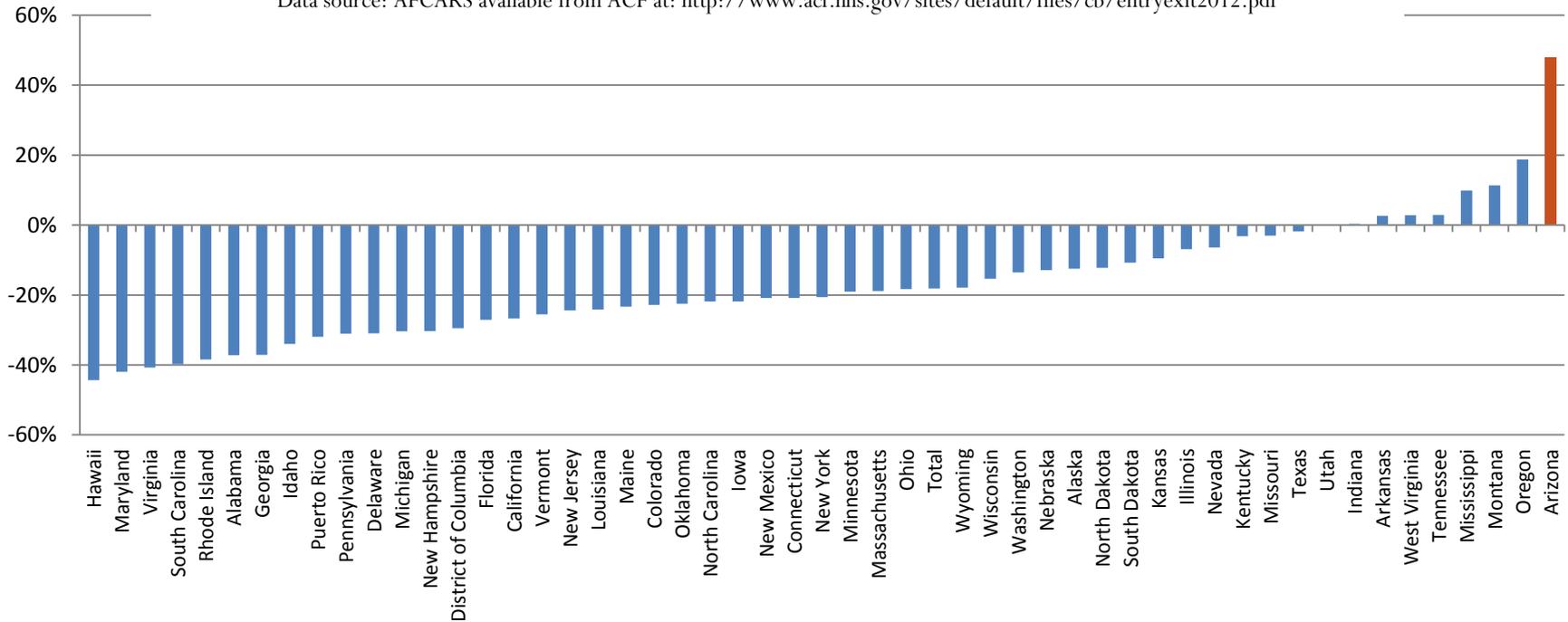
Key Statistics that Tell our Story

The majority of states have experienced a reduction in the number of children in foster care

Where is Arizona?

% change in the number in out-of-home care between 9/30/07 and 9/30/12

Data source: AFCARS available from ACF at: <http://www.acf.hhs.gov/sites/default/files/cb/entryexit2012.pdf>



Managing through Continuous Improvement



- ✓ Implemented "warm line" for foster & adoptive parents to answer questions and help trouble shoot challenges
- ✓ Enhancing relationships with partners and community providers to support Arizona's child welfare system

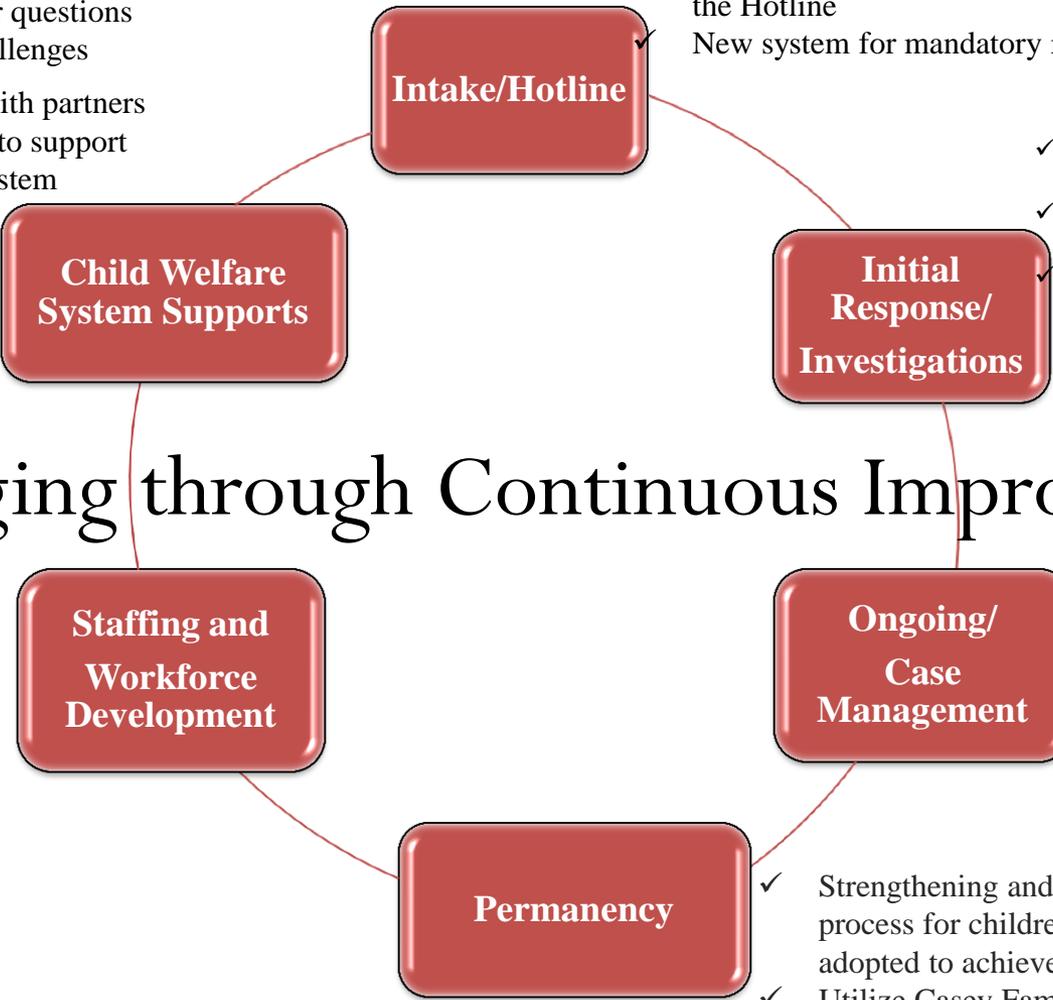
- ✓ More efficient processing of calls at the Hotline
- ✓ New system for mandatory reporters

- ✓ Streamlined Child Safety & Risk Assessment documentation
- ✓ Enhanced focus on clinical supervision
- ✓ Created Office of Child Welfare Investigations for response to criminal conduct allegations of children under 5 in Maricopa & Pima

- ✓ Improved recruitment and increased staffing capacity
- ✓ Continuous work with ASU partnership to assess CPS case manager and supervisor core training and advanced learning opportunities for all CPS staff
- ✓ Created CPS IV Series career ladder for CPS Specialists

- ✓ Streamlined Continuous Child Safety & Risk Assessment and Case Plan documentation
- ✓ Enhanced focus on clinical supervision

- ✓ Strengthening and streamlining the process for children who are ready to be adopted to achieve permanency quicker
- ✓ Utilize Casey Family Programs Permanency Roundtables
- ✓ Enhance Team Decision Making Meeting to ensure permanency



Managing through Continuous Improvement



Key Objective: Continuous Improvements

- ✓ Building the depth of our bench
 - CPS IV Series creates a career ladder for CPS Specialists; CPS IVs will assist the field with complex cases, mentoring and education.
 - Social Work Assessment Team (SWAT) and other specialists in Practice Improvement, Training & Policy work with the field to bust barriers and build the skill.
 - Az-Force monthly meetings with all Assistant Program Managers to review statistical information from each section, discuss workflow patterns, open/closed cases, non-active cases, out-of-home care, numbers, case reviews, and progress to permanency for children.
- ✓ Improved onboarding & training
- ✓ Enhancing relationships with partners and community providers to support Arizona's child welfare system



Key Objective: Continuous Improvements

- ✓ Continue to hire for the CPS IV Series Classification to create a career ladder for CPS Specialists; Currently hired 74 CPS IVs statewide.
- ✓ Additional staffing has resulted in:
 - **Increase in the number of reports investigated and closed** (from 9,168 to 10,923);
 - **Increased number of children leaving CPS custody** (3,923 to 4,668);
 - **Increase in the number of children receiving visitation by CPS Specialists** (from 73.7 to 84.5%);
 - **Number of foster homes receiving visitation by CPS Specialists is at a record high** (number *not* receiving visits declined to 7.3% compared to 17.4 and 20.1% in last two reporting periods).

*Comparison: April-September 2012 to October 2012-March 2013. Source: Semi-Annual Child Welfare Reporting Requirements.



Questions?

Additional Information:

www.azdes.gov/dcyf



Office of Child Welfare Investigations (OCWI) Overview

Greg McKay, Chief



Governor's Child Safety Task Force

- Laws 2012, Chapter 319(HB2721) created OCWI
- Provide additional insights to historical CPS perspectives
- A.R.S. 41-1969.01 Legislation
- Investigate all criminal conduct allegations statewide
- Protect Children



Titles 8 & 13 - Arizona Revised Statutes

- A.R.S. 8-801 - "Criminal conduct allegation" means an allegation of conduct by a parent, guardian or custodian of a child that, if true, would constitute any of the following:
 - (a) A violation of section 13-3623 involving child abuse.
 - (b) A felony offense that constitutes domestic violence as defined in section 13-3601.
 - (c) A violation of section 13-1404 or 13-1406 involving a minor.
 - (d) A violation of section 13-1405, 13-1410 or 13-1417.
 - (e) Any other act of abuse that is classified as a felony.



OCWI: The First 6 Months

- Hired and trained 30 highly experienced former law enforcement and CPS investigators. (collectively over 500 years Police and 150 years CPS experience)
- Defined and developed operational guidelines which maximize resources of OCWI staff and focus on high-risk offenders and victims.
- Integrated OCWI into State Child Abuse Hotline and regional multidisciplinary team protocols.



OCWI: The First 6 Months

- Investigating since 2/2013, formal ops. 5/1/13
- Developed/delivered over 150 hours training
- Created Child Abuse Hotline Criminal Conduct Decision Tool (clear indicators of crime)
- Created policy and procedure
- Piloting OCWI Taskforce for rural AZ in Navajo County (low frequency, high liability incidents)
- Obtained ORIs and ACJIS capabilities



Hotline Criminal Conduct

Decision Tool

- Used by Child Abuse Hotline to Make Preliminary Determinations of Criminal Conduct
- Routes reports of Criminal Conduct to the Office of Child Welfare Investigations 24/7
- 10,894 CC reports last year; 48% joint investigations
- In 2030 cases law enforcement disagreed
- Felony crimes per A.R.S. Title 13



OCWI & CPS Responsibilities

- Side-by-side-comparison aides in illustrating the differing and complimentary responsibilities of the OCWI and CPS.
- Dual deployment model: OCWI addresses criminal conduct allegations, CPS addresses child welfare needs.
- Recent pilot for dedicated CPS/OCWI units



OCWI Policy and Procedure

- Removal decision in criminal conduct investigations.
- CPS must consult with OCWI prior to lifting safety plans, changing safety monitors, or returning a child to the home.
- Are monitors physically, mentally, financially able?
- Investigators record all interactions as evidence.
- Investigators photograph and document all evidence.



Removal and Placement

What determines removal and placement in ongoing criminal conduct investigation?

- a) Will the non-offending parent/ guardian protect the child? Did the non-offending parent act in a protective capacity prior to and throughout the investigation? Does the non-offending parent believe the child?
- b) Has the considered relative placement or guardian been cleared from possible involvement into criminality involving the affected child(ren)?



Removal and Placement

- c) Will the child(ren)'s Victim Rights be preserved if allowed to remain in the home? This includes the right to be protected against harassment, intimidation, or abuse and to be treated with respect, dignity and fairness, as applicable pursuant to Article II, Section 2.1, Constitution of Arizona.
- d) The nature and egregiousness of the alleged crime.
- e) In cases of child fatality, is the cause of death undetermined and will the Office of the Medical Examiner be performing an autopsy (post mortem exam)? Are any other factors present upon initial response that suggest the child(ren) could be in danger?

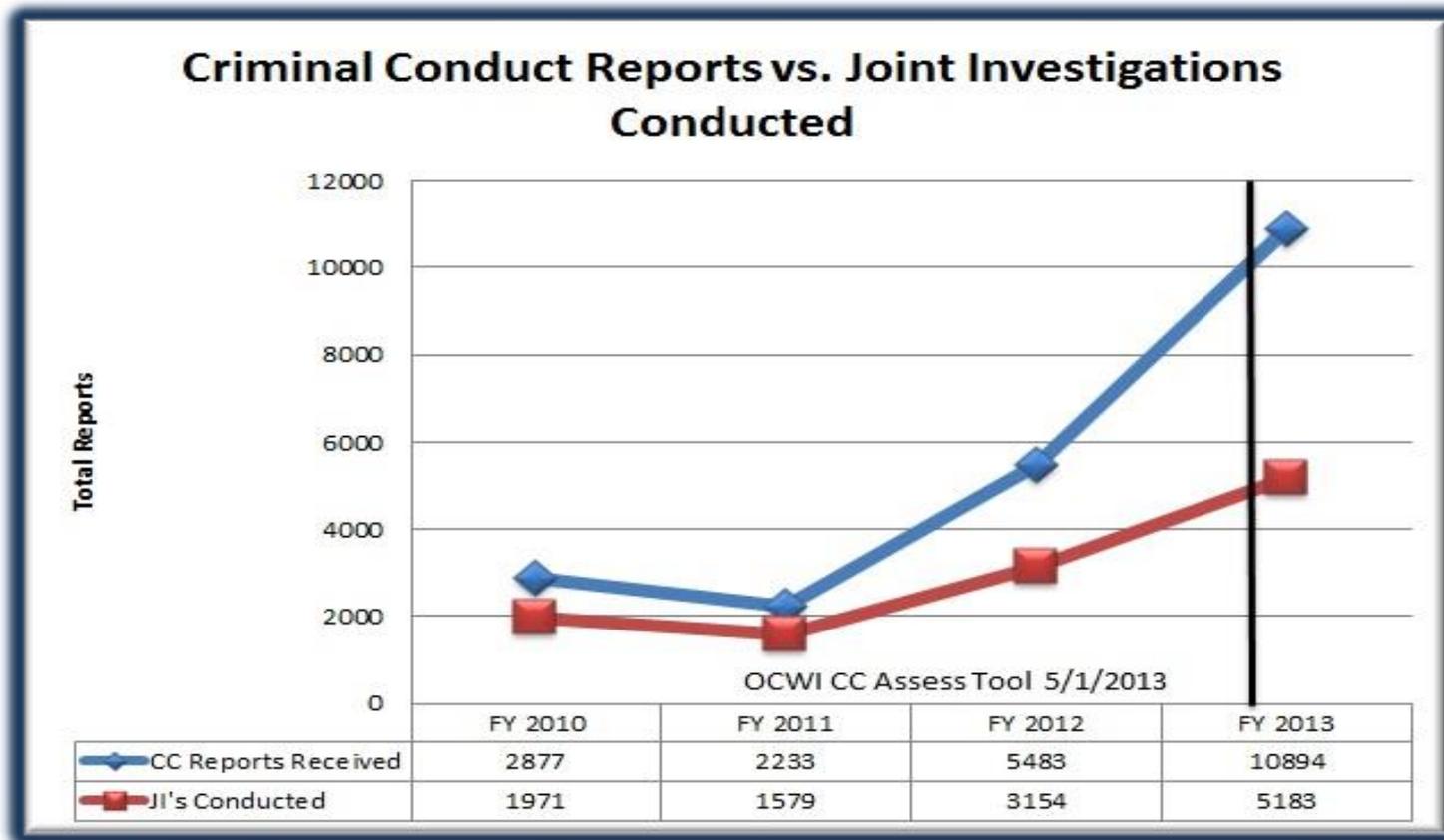


Role of OCWI Analyst

- Research and background checks.
- Prior bad acts to support criminal and juvenile court proceedings. (404 evidence/ criminal procedure)
- Timeline creation
- Location of suspects and victims
- Real time locating of missing or abducted children



Criminal Conduct v Joint Investigations



OCWI Response Demographic

Limited Staffing Model

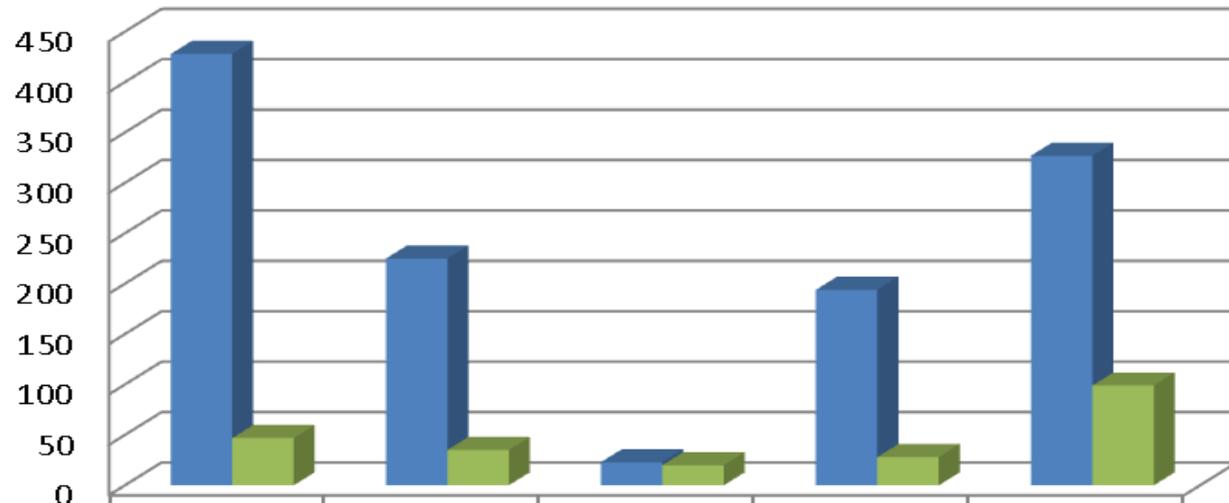
- Birth through 5-years-old (83% fatalities, 50% of criminal child abuse, least verbal, least seen)
- All fatalities requiring autopsy
- Only Maricopa and Pima Counties



Maricopa Co. Quarterly Statistics

Maricopa County Criminal Conduct Reports Total Received vs. OCWI Responded

Total CC Reports May 2013 to July 2013



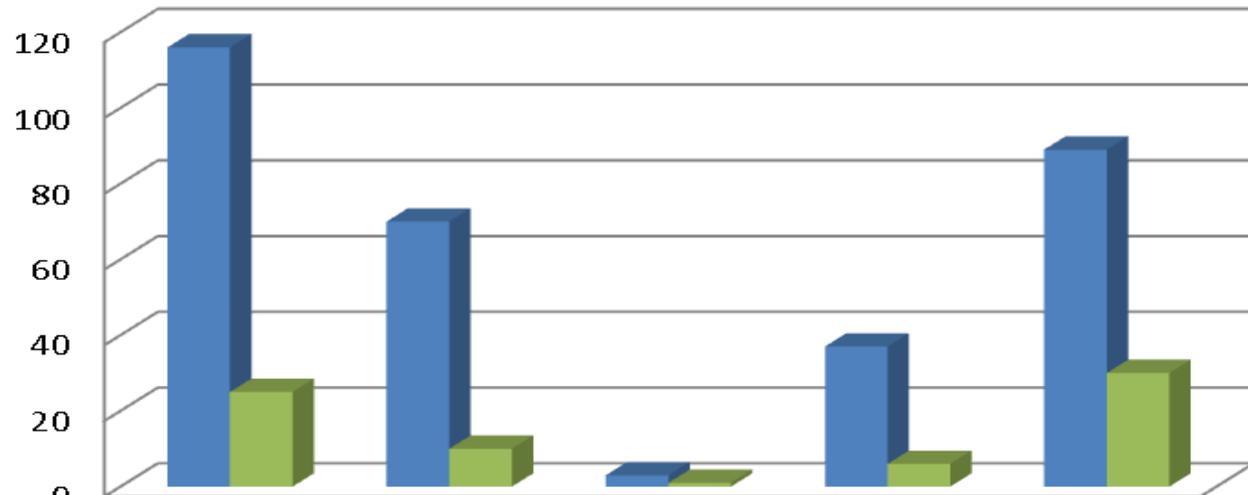
| | Neglect: | Domestic Violence: | Fatality: | Sexual Abuse: | Physical Abuse: |
|---------------------|----------|--------------------|-----------|---------------|-----------------|
| ■ Maricopa Received | 428 | 225 | 23 | 194 | 327 |
| ■ OCWI Responded | 47 | 35 | 20 | 28 | 99 |



Pima Co. Quarterly Statistics

Pima County Criminal Conduct Reports Total Received vs. OCWI Responded

Total CC Reports May 2013 to July 2013

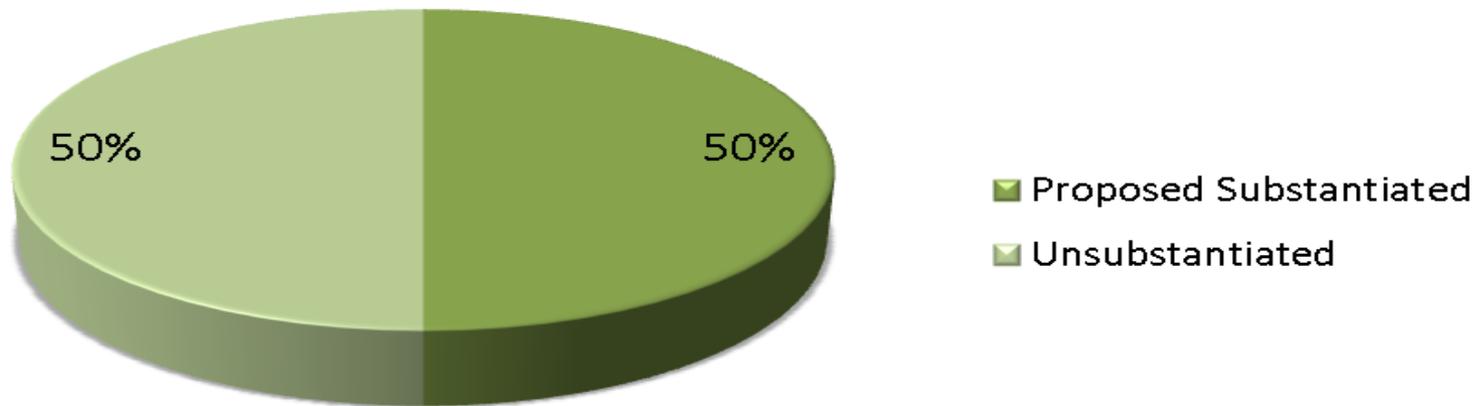


| | | | | | |
|-----------------------|-----|----|---|----|----|
| Pima Received | 116 | 70 | 3 | 37 | 89 |
| OCWI Responded | 25 | 10 | 1 | 6 | 30 |



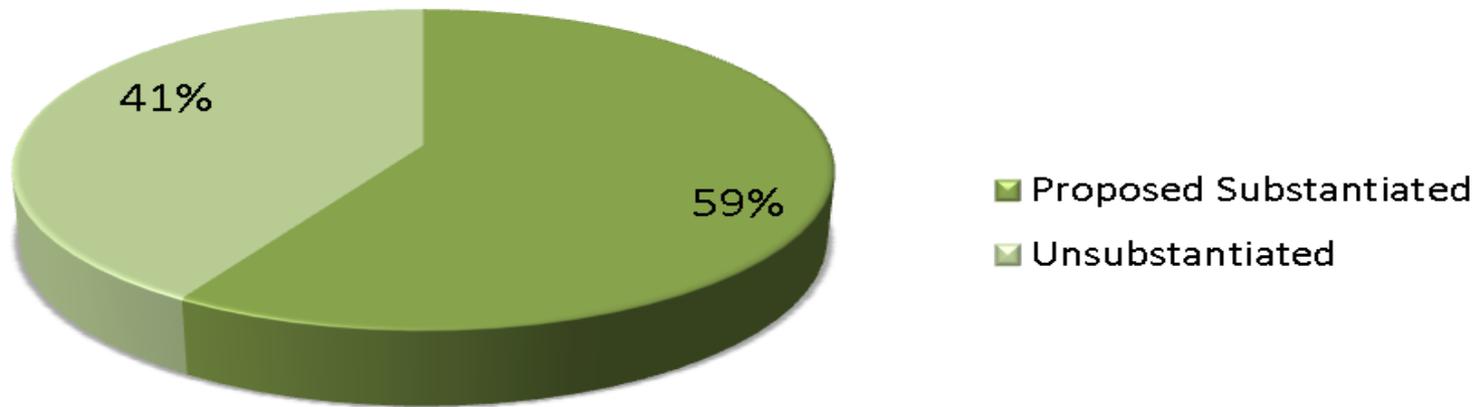
OCWI Substantiation Rates

OCWI Substantiation Rates for Maricopa County



OCWI Substantiation Rates

OCWI Substantiation Rates for Pima County

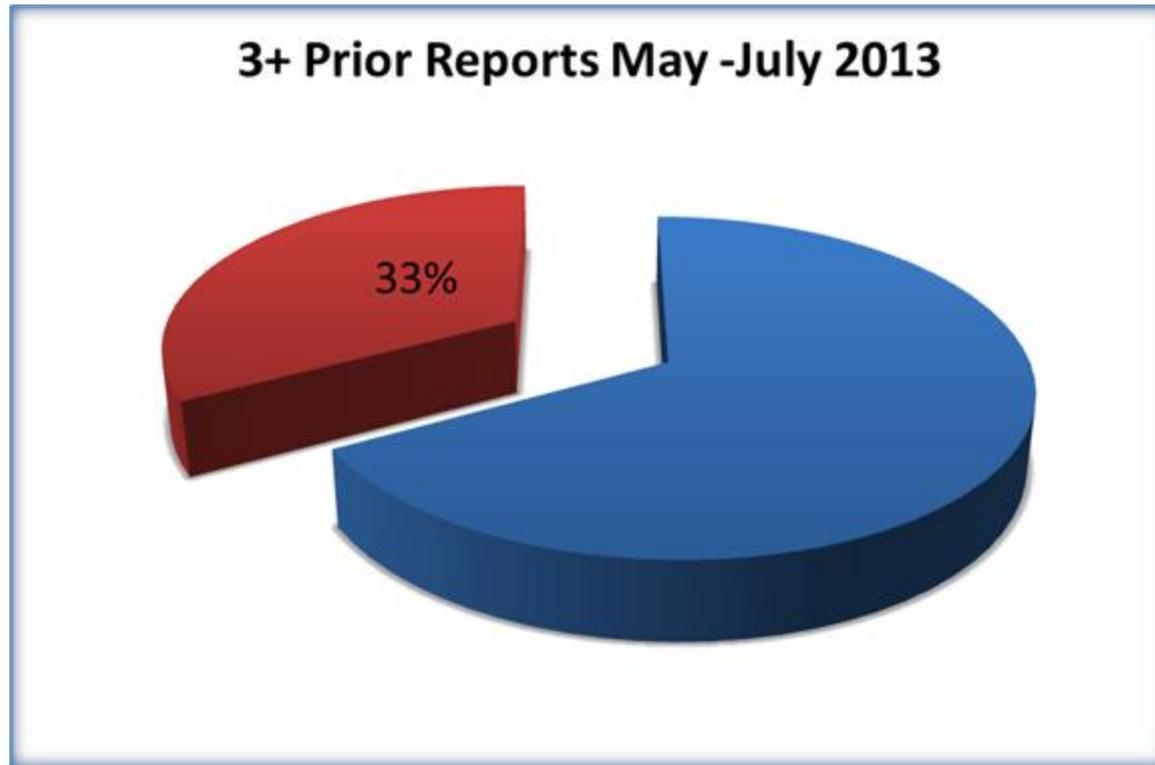


Investigative Checklist

- Joint Investigation Conducted
- Evidence Collection
- Interviews Conducted
- Child Welfare Issues
- Documents Collected
- Criminal / Legal Issues
- Was due diligence exercised?



Recurrence (current CC reports)



Prevent Recurrence / Recidivism!

Recurrence is prevented by the following:

- Comprehensive investigation to support removal of offender (criminal charges), or removal of child (safety threats).
- Comprehensive investigation to support the imposition of appropriate intervention.
- Comprehensive investigation to identify risk factors and address through services.



Child Abuse Murder

Rural AZ County Attorney requested assistance.

- OCWI and Law Enforcement briefing.
- OCWI attended autopsy at OME.
- Search warrants, crime scene, evidence, etc.
- Assisted with suspect interviews.
- Murder charges filed/severance pending



Child Abduction

Joint-investigation of 2-month old abducted from a supervised visit when mom “changes the diaper.”

- Tremendously at-risk child
- OCWI requested cell phone pinging and surveillance of light rail.
- OCWI obtained EBT tracking information.
- Outcome: Safe recovery and arrests.



Child Molestation

- OCWI responds to Hotline report of physical abuse.
- Police Department defers initial interviews.
- Child discloses physical abuse of self and brother.
- Child discloses molestation on digital recording.
- Forensic interview, child won't speak. No corpus.
- Police use OCWI recording to further criminal case.



Injured Toddler Taken From E.R.

- 18 month old brought to hospital by mother and boyfriend. Child observed to have multiple, suspected non-accidental injuries.
- Mother and boyfriend angry, grabbed child and fled hospital while staff called 9-1-1.
- LE responded and were unable to locate. CPS said LE met response time and were not responding.



Injured Toddler Taken From E.R.

- OCWI investigator searched various neighborhoods, canvass, informants, etc.
- Located the child in critical condition with the mother and boyfriend (violent meth addict). Found another child with suspicious injuries at location.



Injured Toddler Taken From E.R.

- Child returned to hospital and found to have intracranial bleeding, multiple fractures, burns, possible sexual abuse and bruises all over body.
- OCWI worked with PD and both mother and boyfriend were criminally charged with child abuse.
- **“Human will” saves lives.**



Grazing Iron Burn?

- 2 y/o child bumps bed and hot, unplugged iron falls. Hits leg and lands on carpet. (no carpet damage)
- Re-enactment shows inconsistencies.
- 2nd and 3rd degree burn present
- Child was treated at ER for dislocated elbow 3 weeks prior to burn. (not reported)



Grazing Iron Burn?

- Dermatologist, burn specialists, Forensic NP and MD weigh in.
- Won't say inflicted, but not consistent with story provided
- See chart.



Temperature/Time Burn Chart

| Temp. in Deg. F | Time for 1 st deg. Burn. | Time for 2 nd -3 rd Deg. Burn. |
|-----------------|-------------------------------------|--|
| 111 F = | 270 min's. | 300 min's. |
| 113 F = | 120 min's. | 180 min's. |
| 116 F = | 20 min's. | 45 min's. |
| 118 F = | 15 min's. | 20 min's. |
| 120 F = | 8 min's. | 10 min's. |
| 124 F = | 2 min's. | 4.2 min's. |
| 131 F = | 17 seconds | 30 seconds |
| 140 F = | 3 seconds | 5 seconds |
| 151 F = | Instant | 2 Seconds |

(Source: Report prepared by Dr. Moritz and Dr. Henriques at Harvard Medical School in the 1940s for adult males. Children and elderly can receive burns in less time because their skin is thinner.)



Immediate Successes

- Better articulation of CC from hotline (good stats)
- Joint Investigations with LE occurred nearly 100%
- Accountability between LE, CPS, and OCWI
- Huge emphasis on fatalities(historically missed)
- Analytical Unit moving problematic cases forward
- Poor placements thwarted
- Kids made safe immediately



Broader Solutions

Bring successful investigations to all CPS reports

- Train and Educate all CPS investigations personnel
- Case studies (Learn from mistakes, transparency!!)
- “Short term pain equals long term gain.”
- Extend analytic support to all.
- Digital photography training and a camera per unit.
- Digital audio recording for investigations.



Questions?

Greg McKay, Chief
Office of Child Welfare Investigations

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Where are we headed?

Program Development and Practice Improvement

Outcomes – Create programs and re-engineer services that are designed to:

- ✓ Keep children safe within their own families, preventing maltreatment and the secondary trauma often associated with foster care.
- ✓ Be more inclusive and less adversarial for families and communities.
- ✓ Assist families to sustain safety, stability and self-sufficiency.

How? Key Practice Model Elements:

- **Continuous improvement** across our practice
- **Technology and other critical supports** for the field
- Focused attention with the CPS workforce on **family engagement**
- Enhance Arizona's **service array** for children and families to meet their unique needs
- **Responding** to reports of abuse and neglect **differently**



Future Vision

Child Welfare Demonstration Project (Federal IV-E Waiver):

- Arizona's proposal focuses on two strategies and the use of evidence based practices to increase family engagement: **development of a differential response system** and **enhancement of Arizona's children and family support service array.**

Why the IV-E Waiver for Arizona?

- Arizona must have the ability to invest its existing federal resources in the most effective and innovative way possible, with an approach aimed at strengthening families and improving the lives of children
- In order to help fund some of these strategies, the IV-E waiver will be one mechanism and allow us to collectively approach our goals, objectives and strategies in a more meaningful way
- The waiver would provide Arizona with several opportunities:
 - ✓ Provides a structure/program that allows children to remain safely in their own homes
 - ✓ Enhances the ability to access resources and supports outside of child welfare funding stream
 - ✓ Allows for our staff to do social work with families
 - ✓ Supports implementation of these programs successfully in a sustainable manner



Thank You Questions?

Additional Information:

www.azdes.gov/dcyf

